
Subject: KWIC Internet Service

Effective Date: October 1, 2004

Revised from: KWIC Owners Guide

Policy: The Internet services available vary greatly from community to community and the level of service needed is dependent on how the Internet is used in your location. Adequate service must be maintained to insure the efficient operation of the KWIC system.

Procedure:

The information provided is only a general guide but does identify the most important questions to be asked to establish the needed level of service.

1. How many staff will use the Internet at the same time? (if sharing with the courthouse, count everyone)
2. What are the requirements for each application using the Internet? (see below for KWIC)
3. What new uses for the Internet are expected in the next year, e.g. immunization registry?
4. What kind of connections do other agencies have that are working well?

KWIC Requirements To Access The KWIC Central Application

Testing resulted in this guideline for clinics in determining what kind of Internet access is need to run KWIC (Citrix communications software). The following table is a general guide:

<u># of Users</u>	<u>Line Speed Required</u>
1 user	- 128kbps line
2 users	- 256kbps line
3 users	- 384kbps line
4 users	- 512kbps line
5 users	- 512kbps/768kbps line
6 users	- 768kbps line
7 users	- 768kbps line
8-10 users	- 1024kbps line
10+ users	- 1536kbps line

The line speed numbers reflect what can be purchased from an Internet Service Provider. As a general rule, a 110kb/s connection per KWIC user will provide good service. This level will keep a reliable connection, and also allow for other services and applications to have some overhead, i.e. e-mail.